

# Zen Internet Role Specification

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## **Job Description – Network Operations Engineer**

### **Key Deliverables**

The Network Operation Centre (NOC) is responsible for ensuring the maximum possible service availability and performance for Zen's customer facing ISP services and internal network. Sitting within the NOC, the network team are responsible for managing and maintaining the network providing these services.

We are looking to recruit a Network Operations Engineer. While you will have some commercial experience working as a NOC Engineer, it's more important that you have the aptitude and demonstrable skills needed to fulfill this role whilst experienced members of the team will help you develop your skills and confidence.

We interact frequently with Technical Support, Managed Support, Service Provisioning and Sales teams so it's important that we are able to communicate ideas and information to people from a non-technical background. We also work very closely with the Design and Engineering teams and as such need to have a good all-round understanding of networks and systems.

Importantly, Network Operations Engineers must develop a solid understanding of Zen's products and processes, they must be keen to learn, able to use their experience and initiative to tackle a broad range of problems and contribute to the growing success of Zen.

Once you've settled into the role, you may be asked to join our call-out rota providing 24x7 support for our key ISP services as well as covering both planned and unplanned out of hours work as required.

### **Key Responsibilities**

- Ensure stable and reliable ISP network services (e.g. access products, service networks and core network).
- Day-to-day network performance monitoring.
- Network troubleshooting and fault analysis; hardware troubleshooting and repair.
- Trouble ticket generation and response; carrier interface and escalations.
- Deployment and maintenance of network monitoring, analysis and reporting tools.
- Application of configuration changes via our change control systems and processes.
- Installation of network hardware and software.
- Participate in a 24x7 call-out rota.

### **Candidate Profile**

- Experience of working on network equipment in an ISP environment, a large NOC or other such company associated with networking.
- CCNA certified or equivalent level of knowledge.
- Basic understanding of the following technologies: IP Protocols (ICMP, UDP, TCP); IP filtering and firewalling; Routing Protocols (BGP, OSPF, ISIS); Quality of Service; MPLS; Ethernet (STP,

RSTP, .1q VLANs, QinQ).

- Good working knowledge of BRAS / LNS / L2TP / DSL.
  - Basic understanding of AAA platforms such as Radius and/or TACACS.
  - Experience with Juniper, Foundry / Brocade, Cisco, Adva and Ericsson (Redback) are relevant.
  - Familiar working in a data centre environment.
  - Knowledge fibre and WDM systems.
  - Knowledge of Openreach access products (MPF/SMPF, GEA, FCP, B-BBUSS) desirable.
  - Basic Linux/UNIX skills ideal but not essential.
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- Able to analyse problems and conduct effective fault diagnosis and system recovery.
  - Clear communicator (written and verbal).
  - Capable of prioritising and managing own workload.
  - Self-motivated.
  - Capable of working/using own initiative with minimal supervision.
  - Keen to contribute ideas, share knowledge and help others develop.
  - Interest in leading edge technologies. Keen to develop own skills and knowledge.
  - Within 1½ hrs of Zen HQ and/or Telecity, Manchester with 24x7 independent means of transport (for call-out)